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Q1: Agency:

Commerce and Economic Opportunity

Q2: Agency Information:

Agency Director or Secretary:

Director Adam Pollet

Name of Individual Completing Survey:

Victoria D. Benn

Individual's Working Title:

DCEO Agency-wide EO
Compliance/Education &
Training/Recruitment Manager

Individual's Phone Number:

217/524-2997

Individual's Mailing Address:

Director's Office/EOMC, 500 East Monroe
Street, R-8, Springfield, IL. 62701

Individual's Email Address:

Victoria.Benn@illinois.gov

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Q3: As of June 30, 2014, provide the number of Asian Americans employed within each of the following EEOC categories:

Officials and Managers	5
Professionals	3
Technicians	0
Protective Service Workers	0
Para-Professionals	0
Office and Clerical	0
Skilled Craft Workers	0
Service-Maintenance	0

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Q4: As of June 30, 2014, provide the number of employees in Asian language-speaking option positions who receive bilingual pay employed within each of the following categories:

Officials and Managers	1
Professionals	0
Technicians	0
Protective Service Workers	0
Para-Professionals	0
Office and Clerical	0
Skilled Craft Workers	0
Service-Maintenance	0

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Q5: As of June 30, 2014, provide the number of funded positions within each of the following EEOC categories:

Officials and Managers	181
Professionals	210
Technicians	2
Protective Service Workers	0
Para-Professionals	9
Office and Clerical	4
Skilled Craft Workers	1
Service-Maintenance	1

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Q6: As of June 30, 2014, provide total number of agency employees on board; include full-time, part-time and LOA's:

408

Q7: As of June 30, 2014, provide the underutilization for Asian Americans by category:

Officials and Managers	1
Professionals	3
Technicians	0
Protective Service Workers	0
Para-Professionals	0
Office and Clerical	0
Skilled Craft Workers	0
Service-Maintenance	0

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Q8: What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Asian American Employment Plan? (For example, training for recruitment staff, training materials, dates of trainings/meetings. If no training or other activities were conducted/materials provided please explain why.)

When DCEO' Office of Human Resources staff notifies the Office of Equal Opportunity Monitoring & Compliance (EOMC) that vacancies have occurred in under-utilized or utilized areas, the DCEO Office of EOMC immediately sends out a written notice to the Deputy Director of Human Resources and/or the HR staff as well as the respective hiring authority reminding them of their EO/AA and Executive Order #15 (1999) obligations to adhere to such laws;

Staff within the Office of Human Resources as well as DCEO' Agency-wide EO Compliance/Education and Training Manager attend monthly agency personnel managers' meetings and training sessions sponsored by CMS and IDHR to become aware of any/all legislative mandates affecting the recruitment, employment and promotion of highly qualified Asian-Americans;

DCEO's Deputy Director of EOMC and the DCEO Agency-wide EO Compliance Manager provide periodic updates to the Director or his designee as well as to the Deputy Director of Human Resources regarding the Department's responsibility to identify, attract, hire or promote highly qualified Asian-Americans to the workforce.

On a regular basis DCEO/EOMC identifies hiring authorities who are/are not up-to-date with their certification as Rutan interviewers. During FY14, the Department notified those staff members who are still involved in the Rutan hiring process to participate in the on-line Rutan Refresher course. And for newly hired managers/supervisors with subordinates to register for the 2-day "Interview & Selection" training session at CMS as soon as possible. This information is monitored by DCEO/EOMC.

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Q9: As of June 30, 2014 how many senior staff (PSA and SPSA for example) report to the Agency Director(s)/Secretary? 30

Q10: As of June 30, 2014 how many senior staff reporting to the Agency Director(s)/Secretary were Asians? 2

Q11: List their position titles.

- 1- Senior Policy Advisor & Director of Asian American Outreach
- 1- DCEO Chief Financial Office

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Q12: List all agency activities undertaken in implementing the State Asian American Employment Plan to increase the number of Asian American employees including recruitment/employment plans to fill positions internally and externally.

The Director places great emphasis on hiring/promoting highly qualified Asian-American applicants and employees within management and professional level positions within the Department.

With that said, the Director has designated Anita D. Patel, DCEO Chief Financial Officer, as our liaison for Asian-American Affairs. And the Honorable Governor Pat Quinn has appointed Ms. Patel as a member on the Asian-American Employment Plan Advisory Council, which meets on a monthly basis.

DCEO utilizes Career Placement/Office of Diversity at the University of Illinois at Chicago and Springfield; Governor's State University; Robert Morris University; Benedictine University; Springfield College in Illinois; Lincoln Land Community College; Southern Illinois University/Carbondale as recruitment sources, just to name a few

Illinois Worknet facilities are identified by our DCEO Office of Employment & Training. Facilities located in predominately Asian-American communities are also excellent recruitment sources.

DCEO participates in statewide employment/career fairs and workshops sponsored by universities, community colleges, trade associations and during annual conferences affiliated with statewide professional minority organizations as well as employment events scheduled by members of the Illinois General Assembly when our manpower and budget permit.

DCEO was represented at the following Career/Job Fairs/Employment Workshops, statewide conferences and special events/meetings:

On 07-18-13, the Department participated during the Women Veteran's Fair sponsored by the Honorable State Representative Stephanie Kifowit, State Representative Linda Chapa LaVia and the Honorable State Senator Linda Holmes and Waubensee Community College in Aurora, IL

On 09-26-13, the Department participated as a recruiter during the 36th Annual UIC Fall Diversity Job Fair, Chicago, Illinois.

On 12-31-13, the DCEO Office of Equal Opportunity Monitoring & Compliance (EOMC) responded to recruitment applicants that were interested in employment at the Department. We also made sure the applicants became familiar with DCEO's website and mission, programs and services, our position titles, recruitment booklet and the SD Program. In addition, EOMC notified highly qualified applicants about our vacancies when they occur based upon their educational background and work experience.

On 01-20-14, the Department attended and networked with community leaders during the 39th Anniversary of the Springfield Club Frontiers International Annual Martin Luther King, Jr. Memorial Breakfast, Springfield, Illinois.

On 02-09-14, The Department attended and networked with community leaders during the 93rd Annual Lincoln-Douglass Banquet sponsored by the Springfield Branch NAACP, Springfield, Illinois.

On 03-27-14, the Department attended and networked with Asian-American undergrad, grad students and community leaders during the "Information & Application Workshop" sponsored by the Office of the Governor, CMS, and the Asian-American Employment Plan Advisory Council at the College of DuPage, Glen Ellyn, Illinois.

As an active member of the Disability Hiring Initiative Committee (DHIC), DCEO along with other member state agencies assisted in the coordination and successful completion of two (2) State Employment Webinars for Persons with Disabilities. The first webinar was conducted on February 26, 2014, and 69 individuals participated. The second webinar was held on March 26, 2014, and 39 people attended in Springfield, Illinois.

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The Deputy Director, DCEO Office of Equal Opportunity Monitoring & Compliance (EOMC) assisted the DCEO Office of Women's Business Development during the Annual Women Business Owner's Symposium held at UIC, March 29, 2014, Chicago, Illinois

On June 24, 2014, the Department attended a 2-way video conference session focused on Minority Recruitment Strategy hosted by CMS. Presentations were geared towards Personnel Managers, EEO Managers and Recruitment/Selection staff.

Later that year, the Department was scheduled and did participate as a recruiter during the August 12, 2014 Oakton Community College Recruitment Workshop in DesPlaines, Illinois. This event was also sponsored by the Office of the Governor, CMS, and the Asian-American Employment Plan Advisory Council.

On a regular basis DCEO identifies hiring authorities who are/are not up-to-date with their certification as Rutan interviewers. During FY14, the Department notified those staff members who are still involved in the Rutan hiring process to participate in the on-line Rutan Refresher course. And for newly hired managers/supervisors with subordinates to register for the 2-day "Interview & Selection" training session at CMS as soon as possible.

The Department tracks the response rate of applicants who complete a CMS employment/promotional application, submits a resume to the Department and obtains a CMS grade of "A" for various position titles which the Department utilizes.

The Department maintains recruitment files compiled with lists of highly qualified individuals, including Asian-American applicants and employees, interested in working for or advancing within the Department. As positions become available applicants are notified of these vacancies.

Supervisors who are directly involved in the selection process are requested to contact the Department's Agency-wide EO Compliance/Education and Training Manager, prior to the interview, to identify any outstanding under-utilized areas when considering the hire or promotion of highly qualified Asian-American applicants for state service.

The Office of Equal Opportunity Monitoring & Compliance as well as the Office of Human Resources assists applicants by mail, telephone, in person, the Internet and e-mail in order to better understand the CMS employment process and to help them access, complete and submit an employment or promotional application.

DCEO's Agency-wide EO Compliance/Education and Training Manager also identifies and refers highly qualified internal Asian-American employees to DCEO management staff for consideration when promotional opportunities arise.

Prior to and during the period when vacancies arise, DCEO' liaison for Asian-American Affairs and the DCEO Agency-wide Equal Opportunity Compliance and Education/Training Manager work together to maintain excellent business relations with internal and external recruitment sources such as: various Local and State Officials of Asian-American descent that have offices throughout the State of Illinois; Minority and Women Owned Businesses within Illinois; the Division Manager of the CMS Bureau of Personnel/Division of Statewide Services; Representatives from the CMS Diversity Enrichment Program; Representatives from the University of Illinois at Chicago Career Placement Division; Statewide EEO Managers; State agency Recruitment Managers; The Manager of the CMS Veterans Outreach Program; Liaisons from the Illinois Dept. of Human Rights in Springfield and Chicago; And Illinois Worknet facilities.

DCEO maintains a business relationship with the following community outreach partners, just to name a few:

Theresa Mah, Senior Policy Advisor and Director of Asian-American Outreach/Office of Governor Pat Quinn

Sharyne Tu, Executive Director, Chicago Chinatown Chamber of Commerce

Ms. Vandana Dalal, Director, Midwest Asian-American Center of Chicago

Maria Talis, Employment Services Supervisor, Illinois Worknet Office (Pilsen location)

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Arnold Romeo, City of Chicago Commission on Human Relations, Equity Council
Susan Allen, Compliance Liaison, Illinois Department of Human Rights – Springfield
Chet Pinski, Compliance Liaison, Illinois Department of Human Rights - Chicago
Carlos Charneco, Manager, CMS Chicago Diversity Enrichment Program
Barb McDonald, Counselor, CMS Chicago Diversity Enrichment Program
Mac McKelvey, Manager, CMS Veteran's Outreach Program
Statewide Agency EEO Managers
State Agency Recruitment Managers
Stephen Cantine, Director, Career Center of ISU
Linda Moore, Director, EIU Career Services
Jaime Velasquez, Assistant Director, UIC Office of Career Services
Tammy Craig, Director UIS Career Development Center
Jaci DeBrun, Manager, CMS/SD Program

In future, the Department plans to increase its outreach activities in an effort to notify some of the following Asian-American organizations, whom we met during AsAEPAC workshops, about our vacancies and how the CMS hiring process applies to those vacancies:

- Punjabi Cultural Society of Chicago
- South Asian American Policy Research Institute
- Korean American Community Services
- Asian Human Services
- Cambodian American Chamber of Commerce
- Cambodian Association of Illinois
- Chinese Mutual Aid Association
- Metropolitan Asian Family Services
- Hamdard Center

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Q13: List employment strategies used in FY 14 to increase the number of available bilingual/Asian American employees to service the needs of your Asian language-speaking public.

Determinations are made by management based on client and service needs of programs. Assessment is primarily evaluated with vacancies or work activity changes.

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Q14: Does your agency have a designated Asian American liaison who works with the Asian American community to recruit staff and promote agency services? Yes

Q15: If yes, please provide the name and position title.

Name	Anita D. Patel
Title	DCEO Chief Financial Officer

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Q16: If you have a liaison list activities of the liaison has performed in relation to recruitment, staffing recommendations, agency policy making and interaction with the Asian community.

Anita D. Patel, the Chief Financial Officer for DCEO, is the Agency Liaison. Her activities include working with the Commission, Governor's Office Liaison, and the Community to help assist recruitment and interaction with the Asian Community.

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Q17: Number of Human Resources staff in your agency? 6

Q18: How many of those Human Resources staff are minorities? 1

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Q19: How many employees were hired during FY 14? Include new "off the street" hires from the Open competitive list of eligibles and inter and intra agency transfers of current state employees, promotions, voluntary reductions, lateral moves. 34

Q20: What titles were filled?

3- Accountants
 3- Accountant Advanced
 1- Account Clerk I
 2- Account Technicians II
 1- Human Services Grants Coordinator II
 1- Industrial & Community Development Representative I
 1- Information Services Specialist II, Opt. A
 1- Information Systems Analyst I, Opt. M
 1- Office Coordinator, Opt. 2
 2- Public Administrative Interns
 3- Public Service Administrators, Opt. 1
 1- Public Service Administrator, Opt. 8C
 1-Public Service Administrator, Opt. 8L
 12 - Senior Public Service Administrators, Opt. 1
 1- Senior Public Service Administrator, Opt. 2

Q21: How many of those were Asian American? 0

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Q22: What was the net gain of Asian American employees from prior Fiscal Year (+/-)?	-2
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Q23: How many employees were promoted during FY 14?	12
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Q24: How many Asian Americans were promoted?	0
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Q25: What activities does the EEO Officer conduct/participate in during the open competitive hiring process to ensure that areas of underutilization for minority categories are being addressed?

Please see response to Question #12.

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Q26: If random selection of candidates was part of the open competitive interview invitation process describe your agency's method of random selection.

Random selection of candidates was not part of the open competitive interview process.

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Q27: How many interns or student workers did you employ during FY 14? (Do not include trainees)	0
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Q28: How many Asian American interns or student workers did you employ during FY 14?	0
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Q29: How many veterans were hired during FY14?	5
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Q30: How many veterans were Asian?	0
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Q31: As of June 30, 2014 how many Rutan certified interviewers in your agency were Asian?	2
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Q32: For FY 14, how many Rutan interviews were conducted? 21

Q33: For FY 14, in how many Rutan panel interviews did Asian American interviewers participate? 4

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Q34: Provide the overall number of employees that vacated your agency due to retirement, layoff, termination and transfer during FY 14: 42

Q35: Provide the overall number of Asian American employees that vacated your agency due to retirement, layoff, termination and transfer during FY 14: 2

Q36: List position titles.

1- Senior Public Service Administrator
1- Information Systems Analyst II, Opt. A

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Q37: List promotional programs that provide Asian employees with career ladder enhancement, self-development training or otherwise enhance you're agency's ability to increase the number of Asians in supervisory and management positions.

DCEO not only emphasizes recruitment and hiring, but also places great importance on training, education, and promotional needs for Asian-American employees so they have an opportunity to take advantage of career advancement opportunities within the Department.

DCEO offers a Tuition Reimbursement Program; Upward Mobility Program; Professional Development Training/Education Programs; and a variety of Computer Training Programs to all eligible employees.

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Q38: The number of employees who received tuition reimbursement and/or enrolled in the Upward Mobility Program. 7

Q39: The number of Asians receiving tuition reimbursement and/or enrolled in the Upward Mobility Program. 0

Q40: Were recommendations made to your agency by the Asian American Employment Advisory Council, DHR, CMS or the Auditor and were any implemented by the agency?

No direct recommendations were made to the Agency. However, through meetings attended by the Department's Liaison, a continued awareness of the under-utilization of Asian-Americans was noted; In addition, the DCEO EO Compliance/Education & Training/Recruitment Manager, routinely sent out communication immediately after jobs were posted to reiterate the need to review, address and resolve under-utilized AA groups.

Please take note that the AsAEPSC, DHR and CMS have worked together to implement and schedule an increased number of effective and informative employment workshops throughout the State of Illinois. Such workshops have provided opportunities for highly qualified Asian-American applicants to meet with recruiters to better understand the state hiring process and to hopefully obtain state jobs.

As a forethought DCEO would like to recommend the following: To have the AsAEPSC, DHR and CMS work together to develop an electronic on-line training session for hiring authorities and HR personnel focusing on the history and importance of "EEO Compliance Law (under the Human Rights Act and Title VI and VII of the Civil Rights Acts). Both laws are positive mandates to promote the goal of an Inclusive Workforce; Also "Diversity" training should be mandatory within all state agencies, especially for Executive staff, hiring authorities and HR personnel, of which the current majority of staff are composed of non-minority's.

One recommendation which DCEO previously requested and was implemented during FY14 focused on Rutan training being made available in the Chicago area. In future, we hope the State of Illinois will consider increasing the number of highly qualified minorities as Human Resource Managers.

Q41: By selecting "I Agree" below, I hereby certify that this completed survey represents the Asian American Employment Plan Survey of this agency and that the agency head reviewed and approved these responses.

I Agree